

Division of Consumer Affairs

News Release

TELEPHONE SLAMMING FOR IMMEDIATE RELEASE

September 21, 1995

The Tennessee Division of Consumer Affairs, in an effort to help curb the practice of "slamming" encourages consumers to take a pro-active stance to prevent it. "Slamming" is the switching of a consumer's long distance service without permission. Unauthorized switching is illegal, but continues to cause problems for Tennessee consumers.

"There is one simple defense the consumer has against this practice, which is to request your local telephone company to "freeze your long distance service," says Mark Williams, Director of the Tennessee Division of Consumer Affairs. South Central Bell, which represents approximately 80% of the telephone service in Tennessee, offers this service at no charge as well as other local providers. Mr. Williams states, "Consumers should call their telephone company to ask if this service is offered."

Slamming victims usually realize their long distance carrier has been switched when they receive their monthly telephone bill. Freezing your long distance carrier is a preventive measure that will help curtail the practice of slamming.

For more information or to file a consumer complaint contact:

The Tennessee Division of Consumer Affairs
500 James Robertson Parkway, Fifth Floor
Nashville, Tennessee 37243-0600
Telephone 615-741-4737 or toll-free 1-800-342-8385

Mark Williams, Director
Diane Watson, Public Information Officer